

May 23, 2007

EX-107 OF 1018 COPY 0112

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92- 105


The Human Resource Council and 211/First Call For Help hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. The Human Resource Council is limiting its comments to the status of 211 service in the three counties in Montana that 211/First Call For Help serves.

211/First Call For Help employs four employees and since July 2004 has provided 211 service to 3 counties reaching a population of 150,000. The database of service providers used for making referrals has listings for 900 agencies and programs. In 2006 our 211 call center received 5530 calls.

The most common reasons clients give for calling 211/First Call For Help are: shelter, help with utilities, rental assistance, emergency help with food and emergency help with prescriptions.

211/First Call For Help has worked closely with community partners, including the United Way, Salvation Army, the Poverello Shelter, Women's Opportunity and Resource Development, Inc. and local area churches; and devoted significant time and resources to implementing and operating 211 service to ease access for people in need to information about health and human services. We respectfully request that the Commission find the public is well-served by the use of 211, that the Commission continue to support the 211 Dialing Code for this purpose, and that the Commission use its' authority to facilitate more widespread use of the service.

Sincerely,


Jim Morton
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Human Resource Council

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